

<b>Notice of References Cited</b>	Application/Control No. 09/629,171	Applicant(s)/Patent Under Reexamination MATSKO ET AL.	
	Examiner Tamara L. Graysay	Art Unit 3623	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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	C	US-			
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	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

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## NON-PATENT DOCUMENTS

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	V	Ozeki, Customer service evaluation in the telephone service provisioning process, DEC1992, Winter Simulation Conference, Proceedings of the 24 <sup>th</sup> conference on Winter simulation, p1342-1348 (8 pages)
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\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.